

# AMERICAN FORK FAMILY PREPAREDNESS & RESOURCE GUIDE 20/21



The American Fork Police Department is excited to be able to offer this resource guide to the residents of American Fork and Cedar Hills. The American Fork Police Department and the American Fork Fire Department are always looking for ways to increase our service to the community and improve the quality of life for our residents. The resource guide represents a great deal of work put in by the police and fire department.

We are grateful for the partnership that has been formed with Power Innovations to bring this guide to the community at little to no cost to the residents. Power Innovations is committed to making our communities a better place and they are an important and valuable partner in community safety.

This resource guide provides important information on how to prepare for a natural or man-made disaster including how to prepare an emergency kit for your family, steps to be taken if you are asked to shelter in place, and how to develop a communication plan for your family.

The guide also provides you with a list of resources for the everyday emergencies and events that our residents experience. This includes resources for those who experience domestic violence, substance abuse addiction, mental health issues, and suicide intervention. While this guide is a starting point, if you are experiencing domestic violence, suffer from drug addiction, and are looking for help for yourself or a family member, or are in need of assistance with suicide prevention please call the Utah Valley Dispatch center or stop by the police department.

As Colin Powell stated, "There are no secrets to success. It is the result of preparation, hard work, and learning from failure." We can together as a community ensure that we are prepared for the future.

While it is hoped that this guide will be a valuable resource for you as you prepare for emergencies, potential disaster response, or a family challenge or crisis, it would not be possible to provide a resource for every potential circumstance you may encounter. We encourage you to contact the police or fire department if we can be of assistance to you, your family, or your business.

Respectfully,



Darren J. Falslev  
Chief of Police  
American Fork Police Department  
September 1, 2020



# Emergency Family Preparedness

Is your family prepared for a natural or man-made disaster? Get started with your emergency plans for protecting yourself and your loved ones today.

This guide will help you and your family establish an emergency plan, build an emergency kit, plan how to care for children, the elderly, people with access and functional needs and pets, and learn about shelters and returning home.

This guide is intended to get you started in your personal and family emergency preparations. It is not possible to cover every detail but it is hoped that this will inspire you to learn all you need to protect your family and friends.

Every section in this guide has a section for you to make your personal Action Plan relating to the information in that section. List the things you feel you need to do and then do them.

Action Plan

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# Know the Basics



## Is Your Family Prepared for a Natural or Man-made Disaster?

The fact is, far too many of us are unprepared when disaster strikes. This guide will help you and your family set up an emergency plan; build an emergency kit; plan how to care for children, the elderly, people with access and functional needs (PAFN) and pets; and educate you about shelters and returning home. Family preparedness involves developing an emergency plan and practicing it.

Family preparedness also includes understanding the types of emergencies and disasters and knowing how you will address them. The type of emergency for which you and your family should prepare greatly depends upon where you live. When preparing your family's emergency plan and kit, make sure that you consider what your risks are (see the Types of Emergency section on page 34).

### Types of Emergency

**Natural** - Floods, thunder and lightning storms, winter storms, landslides, earthquakes, extreme heat, fires, wild fires.

**Technological** - Hazardous material

(hazmat) incidents, nuclear power plants.

**Terrorism** - Explosions, biological threats, chemical threats, nuclear blasts, radiological dispersion devices (RDDs).

## Make a Plan for Your Family

Your family's plans should include situational plans for when you are together at home, and when family members are at work, at school or at other facilities (such as a nursing home). Things to think about while preparing your family include the following:

- Emergency kits
- Family communications
- Shelter-in-place plans
- Utilities shutoff and safety
- Escape routes and evacuation plans

- Public shelters
- Food and water safety



# Work, School and Day Care Preparedness

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Make sure that you know the emergency plans of each facility and how to communicate with them; doing so will help you reunite with your family during an emergency.

**Ask your child’s school or day care:**

- How they will contact families during an emergency.
- If they store enough food, water and other supplies.

- If they are equipped to shelter in place.
- What their evacuation plans are.
- Create secondary plans for your children if you can’t reach them.

**Workplaces should:**

- Consider what to do with staff who can’t get home.
- Make sure that they have emergency supplies.

## Action Plan

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# Emergency Kits



## Building and maintaining emergency kits for your family

### ✓ QUICK TIP

Remember to rotate items with expiration dates twice a year. An easy way to remember this is to make these checks when you change your clocks.

**When disaster strikes, you and your family might have to survive on your own and shelter in place. Essential to your family's survival is being prepared with enough food, water and other supplies (at least 72-96 hours' worth).**

It might not be possible to get the supplies you need once the emergency has occurred; therefore, you need to build several emergency kits: one for your home, one for each car, as well as first aid kits (home and car) and a go-bag (see next page).

## First Aid Kit (Basic)

Make first aid kits for your home and each car.

- |                                                                                                  |                                                                                                                            |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Various shapes and sizes of adhesive bandages, dressings and gauze pads | <input type="checkbox"/> Cotton balls                                                                                      |
| <input type="checkbox"/> 3" cohesive bandage and adhesive tape (2" wide) roll                    | <input type="checkbox"/> Sunscreen                                                                                         |
| <input type="checkbox"/> Germicidal hand wipes or alcohol-based hand sanitizer                   | <input type="checkbox"/> CPR breathing barrier                                                                             |
| <input type="checkbox"/> Sterile gloves (i.e., latex)                                            | <input type="checkbox"/> First aid manual                                                                                  |
| <input type="checkbox"/> Tongue depressors and wooden applicator sticks                          | <input type="checkbox"/> Aspirin and non-aspirin pain relievers, antidiarrhea medication, antacids, laxatives and vitamins |
| <input type="checkbox"/> Antibacterial, antibiotic and burn ointments                            |                                                                                                                            |
| <input type="checkbox"/> Cleansing agent (soap)                                                  |                                                                                                                            |
| <input type="checkbox"/> Cold pack                                                               |                                                                                                                            |
| <input type="checkbox"/> Scissors, needles, tweezers and safety pins                             |                                                                                                                            |
| <input type="checkbox"/> Thermometer and petroleum jelly or other lubricant                      |                                                                                                                            |



## Family Emergency Kit (Basic)

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Keep your family emergency kit in an accessible location and make sure that all family members know where it is.

- |                                                                                                    |                                                                                                |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Three-day supply of non-perishable food and water (one gallon/person/day) | <input type="checkbox"/> Special-needs items (prescriptions, eyeglasses, etc.)                 |
| <input type="checkbox"/> Battery-powered/crank radio, flashlight and cell phone                    | <input type="checkbox"/> Items for infants or other unique family needs                        |
| <input type="checkbox"/> Extra batteries/chargers for all devices                                  | <input type="checkbox"/> Wrench/pliers and basic tools                                         |
| <input type="checkbox"/> First aid kit                                                             | <input type="checkbox"/> Local maps                                                            |
| <input type="checkbox"/> Sanitation and hygiene items, including hand sanitizer                    | <input type="checkbox"/> Moist towelettes, garbage bags and twist ties for personal sanitation |
| <input type="checkbox"/> Matches (in waterproof container) or lighter                              | <input type="checkbox"/> Toiletries and feminine hygiene products                              |
| <input type="checkbox"/> Whistle                                                                   | <input type="checkbox"/> Pet food and water                                                    |
| <input type="checkbox"/> Extra clothing (temperature-/climate-specific)                            | <input type="checkbox"/> Paper and pen for documentation                                       |
| <input type="checkbox"/> Sleeping bags or blankets                                                 | <input type="checkbox"/> Duct tape and plastic sheeting to seal the room                       |
| <input type="checkbox"/> Utensils, cooking gear and a can opener                                   | <input type="checkbox"/> Toys/books to occupy children and others                              |
| <input type="checkbox"/> Emergency document holder (see below)                                     |                                                                                                |
| <input type="checkbox"/> Cash or traveller's checks                                                |                                                                                                |

## Go-Bag

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Pack an emergency go-bag to take with you in case you have to leave your home quickly.

- |                                                                                              |                                                                     |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Battery-powered/crank radio, glow sticks, flashlight and cell phone | <input type="checkbox"/> First aid kit                              |
| <input type="checkbox"/> Batteries                                                           | <input type="checkbox"/> Sewing kit                                 |
| <input type="checkbox"/> Whistle and pepper spray                                            | <input type="checkbox"/> Rope, duct tape and plastic sheeting       |
| <input type="checkbox"/> Dust mask                                                           | <input type="checkbox"/> Emergency document holder (see below)      |
| <input type="checkbox"/> Pocket knife (multi use) or multi-tool                              | <input type="checkbox"/> Personal hygiene items (soap, wipes, etc.) |
| <input type="checkbox"/> Waterproof matches or lighter                                       | <input type="checkbox"/> Survival manual/guide and local maps       |
| <input type="checkbox"/> Cash and quarters (for phone calls)                                 | <input type="checkbox"/> Special-needs items for infants, etc.      |
| <input type="checkbox"/> Shoes, change of clothes, poncho (for rain gear/tent),              | <input type="checkbox"/> Extra keys to home/car                     |
| <input type="checkbox"/> Mylar emergency blankets                                            |                                                                     |
| <input type="checkbox"/> Water, food, can opener                                             |                                                                     |

# Emergency Kits



## Emergency Document Holder

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Keep your emergency documents with your at-home emergency kit and a copy in your go-bag.

- ☐ Copy of passport
- ☐ Copy of driver's license or other forms of ID
- ☐ Medications list and medical records (including immunization)
- ☐ Copies of insurance policies
- ☐ Bank account records
- ☐ Cash or traveller's checks
- ☐ Family emergency plan
- ☐ Key contact list
- ☐ Copies of credit cards
- ☐ Wills and marriage certificate
- ☐ Copies of Social Security cards





# Action Plan

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## Help prepare your children for an emergency

### ✓ QUICK TIP

During a disaster, pregnant women should continue prenatal care (even with a different care provider), drink plenty of water and avoid toxins or getting infections.

**As a parent, you will need to provide for your children's physical and emotional needs. You will have to cope with the disaster in a way that will prevent them from developing a sense of loss.**

When dealing with children before, during and after a disaster, speak their language, let them ask questions and let them know that they are safe.

Children will have different reactions to disasters (often age-related), but the two most common signs of distress are changes in behavior and behavior regression (e.g., preschoolers may resume thumb-sucking or become afraid of strangers).

Before disaster strikes, you can help your children better cope by involving them in the planning and practice of your emergency plan. They can also keep your emergency kits up to date. After a disaster, children will require reassurance.

## Children Should Know

- How to call 911 and other emergency numbers.
- Whom to contact if they can't contact you.
- Your family's rendezvous points.
- Their first and last names, telephone number and address.
- Their parents' first and last names.

## Emergency Kits For Children

There are varying age-specific items to include in emergency kits for children. Some items are to help keep kids entertained and distracted in times of distress, while others are to help parents take care of younger children.



# General Items for All Children

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- |                                                                                                   |                                                                                    |
|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> A few favorite books                                                     | <input type="checkbox"/> Photos of family and pets                                 |
| <input type="checkbox"/> Crayons or markers and paper (scissors and glue)                         | <input type="checkbox"/> MP3 player/portable DVD player                            |
| <input type="checkbox"/> Two favorite toys                                                        | <input type="checkbox"/> Extra clothes and shoes                                   |
| <input type="checkbox"/> Board games                                                              | <input type="checkbox"/> Comfort food                                              |
| <input type="checkbox"/> A deck of cards                                                          | <input type="checkbox"/> Paper with home address, phone numbers and parents' names |
| <input type="checkbox"/> A puzzle                                                                 | <input type="checkbox"/> Toothbrush and toothpaste                                 |
| <input type="checkbox"/> Toy vehicles (e.g., ambulance, fire truck) to play out what is happening | <input type="checkbox"/> Small first aid kit                                       |

# Items for Infants

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If you have a baby, make sure to include the following items:

- |                                                                                                             |                                                                     |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Formula (bottled water to mix), liquid formula, powdered milk, baby food           | <input type="checkbox"/> Bibs, blankets                             |
| <input type="checkbox"/> Clean bottles and pacifiers                                                        | <input type="checkbox"/> Toys                                       |
| <input type="checkbox"/> Diapers, disposable wipes, diaper rash ointment, plastic bags                      | <input type="checkbox"/> Baby lotion, shampoo, soap and sunscreen   |
| <input type="checkbox"/> Clothes and shoes                                                                  | <input type="checkbox"/> Rectal thermometer and lubricant           |
| <input type="checkbox"/> Medication not requiring refrigeration, such as infant Tylenol, Advil and Benadryl | <input type="checkbox"/> Copies of medical and immunization records |
|                                                                                                             | <input type="checkbox"/> Contact information for your paediatrician |

# Action Plan

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# Pets and Emergencies



## Be prepared to help your pets in an emergency

### ✓ QUICK TIP

Plan an emergency pack for your pets and regularly check the expiration dates for any items included.

**Several states require disaster assistance to meet the needs of household pets and their owners. In addition, the post-Katrina Stafford Act requires the Federal Emergency Management Agency (FEMA) to develop standards for local and state emergency plans that take into account the needs of people with pets.**

Locate a shelter that will accommodate your family and pets. If you can't find one, make arrangements with people outside the disaster area, kennels or veterinary offices.

If you evacuate your home, do not leave your

pets behind! Pets most likely cannot survive on their own and, if by some remote chance they do, you may not be able to find them when you return.

## Emergency Kits for Pets

Whether you decide to stay put in an emergency or evacuate, you need to make plans in advance for your pets.

- ☐ Food and water for two weeks
- ☐ ID tags and medical and vaccination records
- ☐ Medication
- ☐ Litter box and litter
- ☐ First aid items
- ☐ Comfort items
- ☐ Muzzle, collar, leash and pet carrier
- ☐ Sanitary items



# Action Plan

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# People with Functional Needs



## Protect your family with functional needs

### ✓ QUICK TIP

Regularly check the elements of this plan and make updates as required.

**If you or someone in your family has a disability or other access or functional needs, you may need to take additional steps to protect yourself and your family in an emergency (e.g., special arrangements to receive warnings, transportation to a shelter, etc.). Find out about special assistance that may be available in your community.**

Remember that emergency circumstances can create a need for more support than you require on a daily basis.

- If there are people who assist you on a daily basis, list who they are and how you will contact them.
- Think of alternate types of transportation.
- If you have tools, aids or devices specific to your disability, plan how you will cope without them. For example, in an emergency you may have to use a manual wheelchair instead of a powered one.
- If you depend on life-sustaining equipment or treatment (e.g., dialysis or chemotherapy), talk to your health care provider about emergency plans and alternate actions.
- Make sure that you have enough medication and supplies to last one week (two would be better).
- In your emergency kit, include all health information rescuers should know, including: medication, equipment, allergies, communication difficulties, preferred treatments, medical providers and important contacts.

## Service Animals

Public shelters are obligated by law (ADA of 1990) to permit service animals – take them with you.



# Create a Support Network

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Families might not be together when disaster strikes, which is why you must have an extended support network. Include three people in places you spend a lot of time and someone from out of town.

- Share copies of your emergency plan.
- Have them check on you immediately after the disaster.
- Exchange important keys.
- Show them where you keep emergency supplies.
- Teach them to use your equipment
- and how to administer medication.
- Practice your emergency plan.
- Rotate your first contact throughout the year.
- Contact your support network every quarter.

# Assertive Communication

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Assertive communication means stating your needs in as few words as possible, such as: “Take my wheelchair,” or, “I’m visually impaired, let me grasp your arm.”

- **If you have a Speech-related Impairment** - Keep writing materials close by and have preprinted messages in your emergency kits.
- **If you are Deaf or Hard of Hearing** - Keep writing materials ready so those who do not sign can write down instructions.
- **If you Have a Cognitive Impairment** - Be ready to inform rescuers of your needs (e.g., speak slowly and use simple terms, or write down instructions because you forget easily).

# Action Plan

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# Emergency Communication Plan



## Prepare every member of your family for communicating during an emergency

### ✓ QUICK TIP

Every family member should have a cell phone, coins for public phones or a prepaid calling card. During network disruptions, text messages often go through when phone calls do not.

Communication is vital to your family's safety when disaster strikes. Make sure that your family's emergency plan includes a communication plan, a plan for reuniting and a plan for what to do in different situations.

## Detailed Contacts List

Keep a copy in your at-home emergency kit and post a copy in an accessible location. The list should have information that includes:

- The addresses, phone numbers and evacuation locations of home, work and schools.
- The name, birth date and important medical information of each family member.
- The name, phone number and email address of an out-of-town contact.
- The neighborhood meeting place and its phone number.
- The out-of-neighborhood meeting place and its phone number.
- The names, phone numbers and policy numbers (as applicable) of your doctors, pharmacists, medical/home insurance, homeowner/rental insurance and veterinarian.

Each family member should have an emergency contact card that includes the family's meeting place and contact information for each family member and your out-of-town contact.

Download and print a plan at:

🌐 [www.ready.gov](http://www.ready.gov)





# Action Plan

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# Sheltering in Place



## Preparing in case you need to shelter in place

### ✓ QUICK TIP

Discuss this principle of preparedness as a family and plan to practice it.

Authorities have long recognized that it would be extremely difficult to evacuate whole counties in the event of a disaster. The population is too great with too few exit routes. Evacuation is preferable when possible, but if it isn't an option, people can do what is called "sheltering in place" with some simple preparation.

This means a person or persons sets up a shelter in their own home until the emergency or disaster is over, which could be in several hours to days or even weeks. In a minor emergency such as power outages, severe lightning storms, extreme cold, or minor flooding you should plan to stay in your home where you will be safe. You will, most likely not have any power, so plan to have warm clothing and blankets for keeping you warm. Plan to have a cooking and feeding plan for your family. In the event of a disaster never use charcoal, gasoline or kerosene inside your home because of the toxic fumes can be deadly.

### Necessary Items Checklist:

- ☐ A battery powered radio or TV to check for OFFICIAL news.
- ☐ Important personal medication for you and your family.
- ☐ A flashlight or light stick- in case you lose power- do not use candles or lanterns that burn up valuable oxygen, unless you keep a window cracked to get fresh air.
- ☐ A port-a-potty, (5-gallon bucket lined with heavy duty lawn/leaf garbage bags and some RV/holding tank chemical or a pail of dirt and a lid or plastic snap on toilet seat).
- ☐ Books, games, and other diversions.
- ☐ Telephone or cell phone.
- ☐ Water or something to drink. Sugary and salty drinks will make you very thirsty, have gum to use to keep your mouth moistened.



- ☐ Food to munch on, but not salty foods because they make you thirsty.
- ☐ You should stay inside your home until you are told, officially, it is safe to leave. Rely on solid information from the State of Utah, FEMA and local government. Realize you may need to stay indoors for a longer amount of time. If there is no immediate danger, going outside for short periods of time will help immensely.

Depending on the emergency, you will have to make a decision on whether to shelter

in place or evacuate. Your family should be prepared for both scenarios.

When local officials direct people to shelter in place, they are telling people to stay in their homes or indoors. This is not the same type of sheltering that requires you to seal the room.

While the order to shelter in place might be given for minor emergencies, it can be for a nuclear, biological or chemical event or accident when there isn't enough time to evacuate the affected area. In the latter case, families will be advised to seal the room.

## How to Seal the Room

Sheltering in place requires advanced planning and may require you to seal the room.

- Lock the doors and close windows, air vents and replace dampers.
- Turn off fans, air conditioning and/or furnaces.
- Bring your emergency kit indoors (unless it has been contaminated).
- Centralize your family in your predetermined room (with as few windows and doors as possible).
- Seal the windows, doors and vents with plastic sheeting and duct tape.
- Monitor local media for instructions as they become available

## Action Plan

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# Evacuating Your Home



## Making a plan for if you have to leave your home

### ✓ QUICK TIP

Plot the floor plans of your home, indicating two exits from each room and two exits from the home. Post a copy at eye level in each child's room.

**Some evacuation situations leave you little time to prepare, which is why you need an emergency kit and evacuation plan.**

Things to consider include:

- Keep your vehicle at least half fuelled.
- Know what to do if you don't have a car.
- Make sure that you know the officially designated routes.
- Avoid taking shortcuts as these may be closed or blocked.
- Bring your emergency kit and lock your home's doors.
- Bring your pets and the supplies needed for their care.

## If you Evacuate

- Plan where to go and how to reunite your family.
- Preselect several destinations in different directions to provide options.
- Set up several meeting locations for different emergencies (near the home and outside the immediate area).
- For example, if your home catches fire, plan to meet in front of a neighbor's house. Or if the emergency affects the neighborhood, meet at the corner store.
- Practice your plan and explain to your children which plan to use in which situation.

## If you Have Time

- Inform your out-of-town contact where you're going.
- Shut off your home's utilities.
- Leave a note to inform others where you've gone.



# Action Plan

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# Public Shelters



## Understand how public sheltering could help your family and neighbors

### ✓ QUICK TIP

Regularly check on your local community emergency plans to know what locations would be nominated as an emergency public shelter if required.

**Shelter services are a critical part of disaster operations. Local, tribal, state and Federal shelter programs must be in place to provide short-term refuge for disaster victims. Emergency shelters are not intended for extended periods of time.**

## Emergency Shelters

Emergency shelters may be available and provide immediate refuge, food, water, basic first aid and access to community services. They can be designed for the general population or for people who require additional support.

- Child care or eldercare
- Recreational activities
- Spiritual and emotional support
- Pharmaceuticals
- Clothing and blankets
- Personal hygiene items



# Action Plan

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# Utilities Shutoff

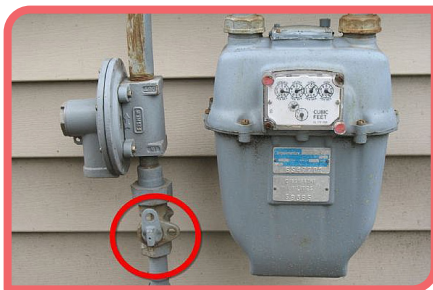


## Prepare to keep you and your family safe in an emergency

### ✓ QUICK TIP

Each family member should learn these tasks prior to an emergency.

In the event that you do shelter in place (usually at home) during an emergency, you will have to know how to safely turn off utilities such as gas, electricity and water.

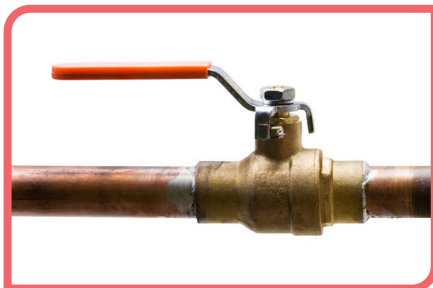


### Shutting Off Gas

- Shut off the gas if you see a broken gas line or if you smell or hear natural gas escaping and cannot locate the leak, which may cause a fire or an explosion.
- Do not use candles, matches or electricity if you suspect a gas leak.
- Find the gas meter and the shutoff valve.
- If the shutoff valve appears corroded or malfunctioning, contact your utility company.
- Keep the required tools near the gas meter.
- If you smell natural gas in your home, evacuate.
- Teach your children what natural gas smells like.
- Call the utility company to turn the gas back on.

### Shutting Off Water Supply

Disasters, such as earthquakes and floods, can damage water lines. To preserve your property from water damage, and to avoid electrocution hazards and water contamination, you should know how to turn off the water to your house.





- Locate the shutoff valve (usually in the basement, garage or where the water line enters the home).
- If a tool is required to close the valve, make sure one is always at hand.
- Test the valve a few times a year.

## Checking Your Sewer System

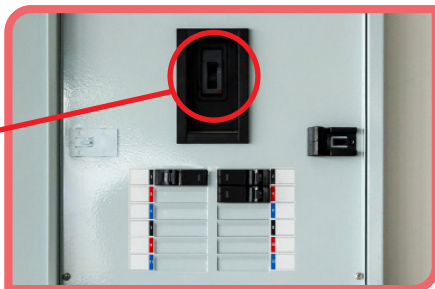
You do not want a damaged or malfunctioning sewer system contaminating your home or your supply of drinking water.

- Make sure that your sewer system is functioning properly before using it.
- If the sewer lines are damaged, do not flush the toilet.
- Shut off the water to the house.
- If your sewer lines are intact, pour three to five gallons of non-potable (non-drinkable) water into your toilet to flush.
- If it is malfunctioning, use a bucket lined with plastic bags or a portable toilet instead.

## Shutting Off Electricity

Extreme caution must be used when dealing with electricity. A damaged electrical system could cause electrocution and electrical sparks that may result in a fire or an explosion. It's important to:

- Know where your main electrical switch or fuse panel is located.
- Learn how to shut off the electricity.



## Action Plan

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## Prepare and store the right food and water supplies for your family

### ✓ QUICK TIP

Check the quality and condition of your stored water regularly and use or replace as necessary. Consider creating additional storage options for a larger supply.

## Food Safety

Cleanliness and sanitation are important when preparing food. Avoid leftovers or use them within four days if they've been stored at or below 40°F.

### Preparing Food

Candle warmers, fondue pots or fireplaces can be used for cooking. In addition:

- Prepare only enough food for immediate use.
- Keep hand contact to a minimum when preparing food.
- Keep food preparation surfaces clean and avoid contact between raw and other foods.
- Use only prepared canned baby formula for infants; do not use powdered formulas with treated water.
- Commercially canned food can be eaten without warming. If you do heat in the can, remove the label, wash and disinfect the can, and open the can before heating.
- Properly wash, rinse and sanitize utensils or use singleservice utensils.
- Keep hot food at or above 140°F and cold food at or below 40°F.

### Storing Food

Store food four inches off the floor in a dark, dry, cool site that is well sealed to prevent pest and vermin attraction.

- When refrigeration is not available, use perishable food as soon as possible.
- Discard food in contact with contaminated floodwater.
- In a power outage, look for alternative storage space.



## Drinking Water Safety

After an emergency, especially after flooding, drinking water may not be available or safe to drink. Do not use water that may be contaminated to wash dishes, brush your teeth, wash and prepare food, make ice or make baby formula.

### Safe Sources of Water

- Melted ice cubes
- Water drained from the water heater
- Water drained from pipes
- Liquids from canned goods

### Unsafe Sources (some can be used for flushing toilets)

- Radiators
- Hot water boilers (home heating system)
- Swimming pools and spas (can be used for personal hygiene, cleaning and related uses)
- Local reservoirs, lakes and rivers (if not treated)
- Water from the toilet bowl or flush tank
- Water beds

### Guidelines for Managing Water Supply

- Never ration water unless ordered to do so by the authorities. Allow people to drink according to their needs, which vary by age, physical activity, physical condition and time of year – generally at least four cups a day.
- Do not drink carbonated beverages instead of water.
- Turn off the main water valves.
- Water sources already in the home/shelter must be protected from contamination.

### To use the water in the pipes

Open the faucet located at the highest point

in the building to let air into the plumbing. Then obtain water from the lowest faucet in the building.

### To Use the Water in the Hot-water Tank

Be sure the electricity or gas is off, then open the drain at the bottom of the tank. Turn off the water intake valve at the tank and turn on the hot water faucet to start the water flow. Re ll the tank before turning the gas or electricity back on. If the gas is turned off, a professional or utility worker will be needed to turn it back on.

### Making Water Safe to Use

Treat water of uncertain quality before using it. Before treating, let any suspended particles settle to the bottom or strain them through coffee filters or layers of clean cloth. There are three methods:

Methods	Kills Microbes	Removes other Contaminants
Boiling	✓	✗
Chlorination	✓	✗
Distillation	✓	✓

### Storing Water

When storing water in used containers:

- Clean the surface of the container with soap and water.
- Clean the inside of the container with a bleach solution (one teaspoon of bleach/one cup water).
- Cover the container and shake it, allowing the solution to

# Food and Water Safety



contact all inside surfaces.

- Let it sit for 30 minutes. Rinse with potable water.
- Label the container as “Drinking

Water” and mark the date.

- Store it at room temperature.
- Change containers every six months, if necessary.

## Emergency Water Procurement

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- Emergency water should already be part of your home storage program. If it isn't already, start collecting.
- Water can be found in most homes and offices in the hot water tank. There is usually a drain plug at the bottom of the tank. Be sure to turn off the gas or electricity to the unit and not turn it back on without water in it.
- Water for sanitary purposes can be stored in 2-litre soda bottles, mylar bags, nylon containers, or other hard or heavy plastic containers (not milk jugs). Water storage containers should be rotated (every 6 months if you can). Glass containers work well for storage, but are very susceptible to breakage, so pack cardboard around them. Don't use any kind of non-treated metal containers. The container you use should be designated, preferably by the FDA, for food or beverage. A 55-gallon water storage drums are ideal, but weigh about 440 lbs. when filled, so do not forget a pump or spigot to get the water out.
- Water can be found in canned foods, soda pop, and other canned and bottled beverages.
- Water can also be obtained from the toilet bowl tank, not the bowl, if you use toilet bowl cleansers that you put in the tank, only use the water for sanitation and not for drinking.
- Water can also be taken from outside

snow, rainwater canals, streams, lakes, rivers, wells, solar panels and collectors, solar stills, melting ice cubes, etc. for sanitary purposes. It should be treated properly and thoroughly before human consumption.

- In the event of an earthquake, floods, civil disturbances, or war, wells, rivers, streams, public water systems, lakes, etc. are frequently contaminated. It is best not to use those water sources until they have been checked out. All contaminated water should be treated thoroughly before using for human consumption. Water from swimming pools should NOT be used because of their very high content of chlorine.
- After treating water, by any method, it is best to let it stand for up to one half-hour after it has been extensively filtered and then skimmed of all floating particles and do not consume any particles that have not settled to the bottom.
- To improve the taste of drinkable water, place glass container in sunshine for an hour or longer.
- Fish tank charcoal filters work great for filtering water for human consumption.
- In an emergency never ration water, rather consume the required amount and then look for more tomorrow. You can conserve your water best by minimizing your activities, salt intake, and staying cool.

- Do not store water in empty bleach containers. This increases the possibility of accidentally drinking full strength bleach. Also, after the time the water is stored in bleach containers will become toxic.
- When choosing a liquid bleach to purify your water look for one that states that it contains 5.25% sodium hypochlorite as its only active ingredients and no soap. Seal all water containers tight and store them in a cool, dry, dark, well ventilated place.

Amount of bleach to use when purifying water:

Amount of Water	Clear	Cloudy
1 Quart	2 drops	4 drops
1 Gallon	8 drops	16 drops
5 Gallons	0.5 teaspoon	1 teaspoon
55 gallons	5.5 teaspoons	11 teaspoons

## Action Plan

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# Returning Home



## Prepare for the day you can come home after the emergency

### ✓ QUICK TIP

Consider and make a list of contacts (trade experts etc.) you would need to check with soon after returning home from an emergency.

**If you had to leave your home, return only when local authorities say that it is safe to do so.**

Things to consider:

- ☐ Before entering your home, walk cautiously around the outside and check for loose power lines, gas leaks and structural damage.
- ☐ Do not enter if you smell gas, if floodwaters remain around the home or if your home was damaged by fire and it has not been declared safe to enter.
- ☐ Enter your home with caution and check for damage. Be aware of loose boards and slippery floors.
- ☐ Inspect a damaged home with a flashlight. Check for natural gas leaks; sparks and broken or frayed wires; roof damage, foundation and chimney cracks; basement flooding; household chemical spills; damage to your appliances, water and sewer system; and spoiled or contaminated food and supplies.
- ☐ Be careful when opening closets and cabinets.
- ☐ Leave immediately if it looks like your home may collapse or if you smell gas or hear a hissing sound.
- ☐ Keep a battery-powered radio with you.
- ☐ Watch out for animals in and around buildings.
- ☐ Use the telephone only to report life-threatening emergencies.
- ☐ Stay off the streets. If you must go out, avoid fallen objects and downed electrical wires.
- ☐ Beware of damaged walls, bridges, roads and sidewalks.
- ☐ Contact your local health department for guidance on cleanup.
- ☐ Have your residence inspected.



# Action Plan

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# Your Contacts List



Maintain an up-to-date list of important contacts that will be critical in the event of an emergency

Keep your personal information in one place for easy access.

Emergency Contact
Phone
Email
Out-of-town Contact
Phone
Email
Neighbourhood Meeting Place
Phone
Address
Work Contact (1)
Phone
Address
Work Contact (2)
Phone
Address
School/day Care (1)
Phone
Address
Other Important Information



# Action Plan

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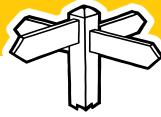
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# Types of Emergency



## Pandemic

As the world is learning from the Coronavirus or CoVid 19, it is vital that you keep informed on the latest information from National, State and local government on exactly what health saving measures you and your family should take. The following are recommendations from the Center of Disease Control (CDC):

- If you are sick with a dry cough, fever of over 101 degrees, extremely tired, difficulty breathing, in some case loss of smell or appetite.
- Most vulnerable population are those over 60 and or with preexisting medical conditions of asthma, diabetes or heart disease
- Social Distancing of 6 feet is recommended, but no closer than 3 feet with anyone who is currently sick (if possible)
- Don't touch your eyes, mouth or nose if they are NOT CLEAN
- Stay at Home or Sheltering in Place (see above)
- Disinfect your home regularly, especially if you go outside
- Wash your hands for 20 seconds, especially between fingers and around wrists
- If you can work at home, children are online schooling...stay at home, but go outside periodically to get fresh air and exercise and other essential activities such as grocery shopping, etc.

## Earthquakes

Earthquakes are classified as great, major, moderate or small based on the intensity that they register on the Richter scale. The following scale is used to determine the intensity.

- Small (5.0 to 5.9)
- Moderate (6.0 to 6.9)
- Major (7.0 to 7.9)
- Great (8.0 to 8.9)
- After earthquakes more injuries are caused by panic, falling objects, landslides, fires and flood than by the actual earthquake.
- Earthquakes always have aftershocks, or small tremors, which are often just as dangerous as the initial earthquake.
- Earthquakes rarely last more than a few seconds. A major one will last for a much longer period.

## What to do during an Earthquake

- Remain calm, think through the consequences of your actions.
- STOP, DROP, COVER and HOLD onto something sturdy, where you are.

### **If you are indoors**

- Stay indoors
- Drop to the ground and cover the back of your neck with your hands.
- Take cover under a heavy desk, table, bench, archway, alongside a sturdy wall or in a narrow hallway.
- Stay away from and out of windows and all other forms of glass, elevators, stairwells, and doorways of doors (door can swing closed, causing injuries).
- Older buildings are more prone to damage and can cause injury due to falling debris

### **If you are outdoors**

- Stay outdoors.
- Drop to ground level and cover the back of your neck with your hands.
- Move away from buildings, roofs with clay tiles, antennas, or satellite dishes, large trees, signs, power lines, and any other utility wires or building on stilts.

### **If you are in a crowded place**

- Stay away from overhead walkways and do not rush for a doorway.
- Drop and cover the back of

your neck with your hands.

- Take cover and move away from display shelves holding objects that can fall.

### **If you are in a high-rise building**

- Drop to the ground and cover the back of your neck with your hands.
- Get under a sturdy desk or table away from the windows and outside walls.
- Stay in the building on the same floor, an evacuation may not be necessary.
- Be aware that electricity may go out and the sprinkler systems and fire alarms may go off.

### **If you are in a moving vehicle**

- Stop as quickly and safely as possible and stay in your vehicle.
- Try not to stop near power lines, bridges, tall fences and gas stations.
- Watch for road and bridge damage before proceeding.
- Hold on to small children and pets. They scare easily and may try to run into dangerous places or situations.
- Do NOT use any open flame during or immediately after an earthquake in case there is a gas leak.

## **Home Fires**

Fires are classified under four different fuels that can burn

### **Class A**

Ordinary combustibles such as paper, cloth, wood, rubber, plastics, and many metals.

### **Class B**

Flammable liquids (i.e. oils, gasoline, grease, paint, solvents, etc.) and

combustible liquids (i.e. charcoal, lighters, kerosene, diesel fuel, etc.). These fuels burn only at the surface because oxygen cannot penetrate the depths of the fluid.

### **Class C**

Electrical or energized equipment (i.e. wiring, fuse boxes, motors, power tools, appliances, televisions, computers, etc.)

# Types of Emergency



## Class D

Combustible metals (i.e. magnesium, and titanium).

- To extinguish any of the above-mentioned fires you need the right extinguishing agent.
- It is extremely important to identify the correct extinguishing agent for the correct type of fire.
- There are five main types of fire extinguishers: water, dry chemical, Halon, carbon dioxide and foam.
- Fire extinguishers should be rated according to their effectiveness on different classes of fires and their relative strength and capacity.
- Smoke contains harmful agents that can poison your or sear your lungs.

## Fire requires three elements:

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### Heat

The temperature at which a material produces vapor, and the temperature at which vapors will burn. Vapors will self-ignite if the temperature is hot enough.

### Fuel

The fuel for a fire may be a solid, liquid, or gas. The type and quantity of the fuel will determine which method should be used to extinguish the fire.

### Oxygen

Fires will burn vigorously in any atmosphere of at least 20 percent oxygen. Without oxygen, fuel could be heated until entirely vaporized, and still not burn.

To put out a fire you need to remove the fuel source. Remove one or more of the three main elements and the fire will die. Remember, remove it completely not just move it to one side because, given the right circumstances, it would ignite again.

## What to do to help prevent and prepare for a fire

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- Locate potential fire hazards and reduce their likelihood:
- Electrical hazards include: the electrical octopus (multiple power cables entangled together) and avoid overloading electrical outlets.
- Do not run electrical cords under carpets or tape down electrical cords in high use traffic areas.
- Replace broken and frayed electrical cords immediately.
- Maintain electrical appliances regularly. Remove and replace malfunctioning appliances.
- Natural gas hazards include: Asphyxiates which rob the body of oxygen.
- If it is explosive. Leaking gas pipes, valves, and connections can easily be ignited. Have a carbon monoxide detector on each floor and change the batteries every 6 months.
- Flammable liquid hazards include:
- Many household products like gasoline, charcoal lighter, paint thinners, paint

removers, air fresheners, deodorants, hair sprays, insecticides, furniture

polish and other aerosols

## What to do during a fire

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- Practice this with your family so it won't be so traumatic if you do have a fire.
- Remain Calm! THINK through the consequences of all your actions.
- If you see or smell smoke stay low to the floor. That is where the purer air will be because the heat and smoke will rise toward the top of the room.
- Before opening any door, feel the door to see if it is hot. If it is, there is most likely a fire behind it, so do NOT open it.
- If you are trapped in a room filled with smoke and there is water in the room, dampen (do not soak) a towel, cloth, shirt, etc. and place it over your mouth and nose. The damp cloth will act as a temporary air filter.
- Close all doors behind you to cut off air movement for the fire, but do NOT lock them. Someone else may need to use them.
- If you are on the ground floor, try escaping through a window if all exits are inaccessible.
- If you are trapped on the upper floor, do NOT try jumping out of a window. Rather, try to find something to use as a rope or ladder, such as knotting bed sheets or blankets together. Best would be to have a chain ladder that attaches to your window frame. Have a wooden bat to knock out all the glass panes in your window so you won't be cut getting outside.
- Turn off fans, air-conditioning, heating and cooling units.
- Do not use elevators even if they appear to be working
- Elevator shafts often act as chimney stacks for fires on lower floors.
- If you think you can put out a small fire use whatever resource you may have at hand (i.e. fire extinguishers, water hoses, buckets of water or sand, blankets, water from a swimming pool or spa, etc.
- Always keep your back towards your escape route and never towards the fire.
- When fighting a fire always chase it back to its origination while maintaining a safe distance. Work from unburned to burned. If not RUN!
- Always have two ways to exit a fire area or any disaster scene.
- Use safety equipment (helmet, goggles, dust mask, leather work gloves, heavy shoes, and common sense, etc.).
- Never get too close to a fire.
- If you cannot fight the fire..... get out.
- Shut off all utilities that might fuel the fire, if it is safe to do so.
- NEVER enter a basement to turn off any utility.
- If you or your clothing get caught on fire, STOP, DROP and ROLL.
- Once you and your family are safely outside DO NOT RETURN TO YOUR BURNING HOME..... pets can be replaced.....you cannot.

# Types of Emergency



## Extreme Winter Storms

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### Types of Winter Storms

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#### Freezing Rain

- Rain that freezes when it hits the ground, creating a coating of ice on roads and walkways as well as everything else.

#### Sleet

- Rain that turns to ice pellets before it

reaches the ground. Sleet also causes roads to freeze and become slippery.

#### Blizzard

- Falling or blowing snow accompanied by winds 35 mph or more with less than 500 feet visibility.

### Types of Winter Storm Warnings

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#### Winter Weather Advisory

- Cold, ice, and snow are expected.

#### Winter Storm Watch

- Severe winter weather, such as heavy snow or ice.

#### Winter Storm Warning

- Severe winter conditions have begun or are about to begin.

#### Blizzard Warning

- Heavy snow and strong winds will produce a blinding snow, near zero visibility, deep drifts, and life-threatening wind chill.

#### Frost/Freeze Warning

- Below freezing temperatures are expected.

### What to do to prepare for a winter storm

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- Always listen to the latest Weather Service warning and bulletins on the radio or TV. NOAA (National Weather Service) Weather Radio Bands: Channel Frequencies (MHz). National Weather Service (Direct Line to Forecast Desk- 24 hour) 800-877-1937.
- Winterize your home by caulking or weather-stripping doors

and windows and cracks.

- Install storm windows or cover windows with something to keep the cold out.

#### What to do during an extreme winter storm:

- If you go outside dress appropriately
- Wear several layers of loose-fitting,

light-weight warm clothing. The outer garments should be tightly woven and water repellant to guard against wind and water. Even though the temperature may be warm, the wind chill factor may be several degrees lower.

- Mittens allow your fingers to close together and keep hands warmer than gloves.
- Wear a hat. Most body heat is lost through the top of your head.
- Cover your mouth with a scarf to protect your lungs from the cold air.
- If you must go outdoors and feel

fatigued, seek warm shelter immediately.

- Be especially careful when shoveling walks and driveways in the wintertime. Cold temperatures and overexertion can lead to heart attacks.
- Watch for signs of frostbite: a loss of feeling and white, pale, waxy or flushed appearance in fingers, toes, ear lobes, or the tip of your nose.
- Watch for signs of hyperthermia: uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and exhaustion.

## Driving Tips:

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- Never travel alone (if possible).
- If your vehicle gets stuck or if you get trapped in your car during a blizzard..... stay with your vehicle until the blizzard is over unless you see a building close by where you know you can seek shelter. Remember..... blowing snow can distort distances.
- Keep fresh air in your vehicle by keeping a downwind window partially open (1 inch) to allow circulation of air. Wet, freezing wind can easily seal you in your vehicle and suffocate you.
- Run the engine and heater about 10 minutes every hour to keep warm. If possible, keep snow clear of tailpipe.
- Exercise a little, clap your hands, wiggle your fingers, move your legs, etc.
- In extreme cold, use roadmaps, seat covers and padding, newspapers, or floor maps for insulation. Huddle with passengers and use your coat as a blanket. Shared body heat is more effective than individual heat. Use shared bodily warmth.
- Try not to sleep, you could freeze

to death. If you must, take turns sleeping. One person should always be awake to watch for rescuers.

- Be careful to not use up all your battery power. Balance electrical energy with needs. Do Not use your radio unless necessary. At night, use a flashlight or a light stick on inside so rescuers can find your car.
- Turn on your hazard or light flares.
- If stranded in a remote area, attach a large colored plastic strip on your antennae of the vehicle to attract attention of airborne rescue units.
- Check road conditions and alternate routes before traveling.
- Be sure your vehicle is in good working order, is operating properly and has enough gas, antifreeze, snow tires and/or tire chains.
- Winterize your vehicle: change the antifreeze, put new all season or snow tires on your vehicle, and check your windshield wiper blades for replacement.

# Types of Emergency



- Inform others of your schedule or traveling plan.
- Have an emergency car kit in your vehicle.

## Power Outages

If anyone in your family is on life-support, make sure they have a back-up system and a plan of action in case of this emergency.

### During a power outage:

- First check fuses and circuit breakers. If the power failure is not caused inside your home customers should contact Rocky Mountain Power at 1-877-548-3768.
- As much as possible, do not open refrigerators or freezers- they will keep foods and perishables inside cold for a longer period if not opened. Your freezer should keep food frozen and safe for about two days when kept closed.
- Preserve body heat by wearing multiple layers of clothing. Add a hat because a lot of heat is lost from the head. Blankets and towels around windows and door will help to keep the cold from coming into your home.
- Never use kerosene or propane heaters inside without proper ventilation such as a window slightly opened. They create dangerous fumes. Also, don't ever use charcoal in your house or garage.
- Protect your pipes from freezing weather by wrapping them in insulation or leave a faucet dripping water so they won't freeze and crack the pipes.
- Turn on your porch light when power is back in service, this alerts the power company that you do have power.
- Keep appliances away from water.
- Make sure your hands are dry when you touch the appliances.
- Repair or replace any frayed cords.
- Childproof outlets
- Use extension cords wisely, never exceed their rating. Use three-pronged plugs only in three prong outlets.
- Make sure generators are properly wired for your home and don't connect the generator directly to your home's main fuse box or circuit panel. This can create a dangerous back feed hazard for power line crews.
- Never plug a generator into a power outlet.
- You must have an approved transfer switch for you to connect the generator to your home.
- To temporarily use an appliance connect it directly to the generator.
- Always properly ventilate a portable generator. Gasoline powered generators produce carbon monoxide and the fumes can be deadly. Best to use outside or with the window open.
- Stay away from any downed power lines.



# Extreme Heat

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Reduce the heat impact by:

- Consider spending the hottest time of the day in a temperature-controlled building such as a library, movie theatre or shopping mall.
- During extreme heat, eat a well-balanced, light meal. Avoid using salt tablets unless directed by your doctor as they will make you thirstier.
- Make water or a Gatorade type drink your beverage of choice during this time. It prevents dehydration, heat stroke and heat exhaustion. Keep caffeine to a minimum.
- Wear the right clothing – dress in loose fitting, lightweight and light-colors. Dark colors absorb the heat.
- Work outside – take breaks and drink water or Gatorade type drink.
- Check on homebound family, friends or neighbors.
- Pets – the summer months can be uncomfortable, even dangerous for pets. DO NOT leave them in a hot car that can exceed 120 degrees and cause death. Give them extra water and bring them inside if possible.

# Severe Lightning Storm

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Lightning is an underrated hazard that occurs during thunderstorms, tornadoes and hurricanes. When thunderstorms

threaten your area, get inside a home, large building, or vehicle.

## If you are Inside a Building

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- Avoid bathtubs, water faucets, sinks, and other water sources. Metal pipes conduct electricity from lightning strikes.
- Avoid using the land-line telephone except for emergencies.

## If you are Outside

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- If in an open area, go to a low place such as a ravine, valley or culvert. Be alert for flash floods.
- Do not stand under isolated trees in open areas. They are the most likely to be hit. If you feel your hair stand on end (which indicates lightning is about to strike), drop to your knees. Bend forward and put your hands on your knees. Do NOT lie flat on the ground.
- Do not stand on hilltops, in open fields, on golf courses, on beaches, or in a boat on the water. Stay low.
- Avoid isolated sheds or other small structures in open spaces.
- Get away from or out of open water.
- Get away from anything metal; tractors, farm equipment, motorcycles, golf carts, bicycles, utility poles, umbrellas, boats, etc.

# Types of Emergency



- Stay away from wire fences, clotheslines, metal pipes, rails, and other metallic paths which could carry lightning to you from some distance away.
- Surge protectors are always advisable for electric and electric equipment/unplug.

## Floods and Mudslides

### **DO NOT DRIVE IN STANDING WATER – TURN AROUND DON'T DROWN!**

- Vehicles will float away, with you trapped inside, in 6" of water
- Flood waters even only a few inches deep can still sweep you off your feet.
- Flash floods can develop into raging currents in a matter of a few minutes without warning or any visible sign of rainfall.
- Flash floods can carry away debris, mud, and rocks that are potentially dangerous.
- Flooding can occur in small streams, gullies, creeks, culverts, dry streambeds, and low-lying ground that may appear to be harmless in dry weather.

- You do not have to live close to water to become a flood victim.

### **Types of Flood Warnings:**

- Flood Watch- flooding is possible.
- Flash Flood Watch- flash flooding is possible without warning. Move to higher ground.
- Flood Warning- flooding is occurring or will occur soon.
- Flash Flood Warning- a flash flood is occurring. Seek higher ground on foot immediately.
- Urban and Small Stream Advisory- flooding of small streams, streets and low-lying areas is occurring. Stay clear of these places.

## **What to do to Prepare for a Flood or Mudslide:**

New sandless sandbags are on the market and are the best option as they take little space and are activated by water.

### **When you Receive a Flood Warning**

- Keep a battery-powered radio tuned to local emergency radio stations.
- If you are officially told to evacuate, follow the instructions given by authorities.
- If you do not have to evacuate, fill all available containers with water. The water supply after a flood is usually contaminated.
- Bring outdoor yard equipment indoors or tie them down. Move essential items to the upper floors of your home.
- Prepare your windows: board them up, close storm shutters, or tape a large X on them to prevent them from shattering in case they break.

## What to do During a Flood or Mudslide

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- **REMAIN CALM!** Think through your consequences of all your actions.

### If you are Indoors

- Stay indoors. Your home or building can be a good deflector of water and mud, if necessary.
- Go to the highest level or roof of the building.
- Do NOT leave your usual local (home, work, school, etc.) because rescue crews may come looking for you.
- Stay away from windows and all other forms of glass.

### If you are Driving a Vehicle

- Do NOT drive over flooded roads or bridges. Your car can float in less than 1 foot of water and you may be carried away. Stay clear

of swollen rivers and streams.

- If your car stalls in a flooded or a possible flood area, abandon the vehicle and head for higher ground.
- Remember **TURN AROUND DON'T DROWN**

### If you are On Foot Outside

- Head for higher ground.
- Move away from power lines and other utility wire systems.
- Stay away from flood waters. They could be contaminated.
- If you must walk through a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Hold onto all small children and pets. They scare easily and may try to run into dangerous areas or situation.

## What to do After a Flood or Mudslide

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- Do not use food or water that may have had contact with flood waters, they may be contaminated. Follow official advice to see if canned foods are contaminated.
- Before entering a flood or mud damaged building, check for structural damage.

necessary. Roads may have been weakened and may collapse under the weight of a vehicle.

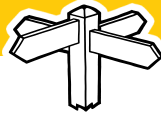
- Wash your hands with soap and clean water if you meet flood waters.

### Stay away from flood waters:

- They may be contaminated with oil, gasoline, or raw sewage.
- The water may be electrically charged from underground or downed power lines.
- Moving water only six (6) inches deep can knock you off your feet.
- Be aware of where flood waters have receded. Drive only when

Contact: [Floodsmart.gov](https://www.floodsmart.gov) for maps and information on floods.

# Types of Emergency



## Tornadoes

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### Facts about Tornadoes

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- They are produced by powerful thunderstorms. Tornadoes are by far the most violent type of storm. They can uproot trees and buildings and turn harmless everyday objects into deadly missiles.
- Tornadoes appear to be rotating, funnel-shaped clouds that extend to the ground with whirling winds that can reach 260 miles per hour.
- Damage can extend in a one-mile path for as far as 50 miles.

### Types of Tornado Warnings

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- Tornado Watch- Tornadoes are possible
- Tornado Warning – A Tornado has been sighted. Take shelter immediately
- F2 Winds -113-157mph, damage - considerable
- F3 Winds -158-206 mph, damage-severe
- F4 Winds -207-260 mph, damage-devastating
- F5 Winds more than 260 mph, damage - total devastation

Tornadoes are categorized according to damage and wind-speed:

- F1 Winds - 73-112 damage-moderate

### What to do to PREPARE FOR a tornado



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Determine beforehand where you will seek shelter and identify an interior room or hallway on the lowest floor.

### What to do DURING a Tornado

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- Seek shelter immediately
- House or Small Building- If there is not a basement, go to an interior room on the lowest floor (closet, an interior hallway). Get under a sturdy table, hold on, and protect your head. Always stay away from items that can tip over and stay away from any glass. A bathtub (without glass enclosure) is also ideal with a blanket over you to protect you.
- School, Nursing Home, Hospital, Workplace, or Shopping Mall-go to a predesignated shelter area. Interior hallways on the lowest floor area are usually safest. Stay away from windows, display cases and open spaces.
- High-Rise Building-go to a small, interior room or hallway on the lowest floor available.

- Vehicle, Trailer, Motor-home or Mobile Home-get out immediately and go to a more substantial structure. If in a vehicle, do not attempt to out-drive a tornado. They are erratic and move swiftly. Park under an overpass if possible.
  - No Shelter Nearby- lie face down flat in the nearest ditch, ravine, or culvert with your hands shielding your head and neck.
  - Stay away from windows, doors, outside walls, tall furniture, and anything that can be thrown around.
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# Death and Funeral Services

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## Medical Examiner

### Utah Office of the Medical Examiner

📍 4451 South 2700 West  
Taylorsville, UT 84129-8600  
☎ (801) 816-3850

🌐 <https://ome.utah.gov/>

## Mortuaries and Funeral Homes

### Wing Mortuary

📍 Lehi  
☎ 801-768-9514

### Anderson & Sons

📍 American Fork  
☎ 801-752-3564

### Warenski Funeral Home

📍 American Fork  
☎ 801-763-5000

### Anderson & Sons Lone Peak

📍 Highland  
☎ Chapel 801-756-4101

### Olpin Family Mortuary

📍 Pleasant Grove  
☎ 801-785-3503

### Berg Mortuary

📍 Orem  
☎ 801-225-2131

### Premier Funeral Services

📍 Orem  
☎ 801-960-9150

### Walker Sanderson Funeral Home

📍 Orem  
☎ 801-226-3500

### Sundberg-Olpin Mortuary

📍 Orem  
☎ 801-225-1530

### Nelson Family Mortuary

📍 Orem  
☎ 801-405-7444

### Berg Mortuary

📍 Provo  
☎ 801-373-1841

### Walker Sanderson Funeral Home

📍 Provo  
☎ 801-373-6668

**Berg Mortuary**

📍 Springville  
☎ 801-489-4233

**Spring Creek Utah County Mortuary**

📍 Springville  
☎ 385-325-3131

**Wheeler Mortuary**

📍 Springville  
☎ 801-489-6021

**Spanish Fork Walker Mortuary**

📍 Springville  
☎ 801-798-2169

**Legacy Funerals & Cremations**

📍 Springville  
☎ 801-300-7992

**Walker Mortuary**

📍 Payson  
☎ 801-465-3846

**Santaquin Brown Family**

📍 Payson  
☎ Mortuary 801-754-3692

**Utah Valley Mortuary**

📍 Lindon  
☎ 801-796-3503

# Domestic Violence and Court Information

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## Crime Scene Clearers

**Utah Crime Scene Cleanup**

☎ State wide: 888-577-7206  
🌐 <https://crimecleaners.com/utah-crime-scene-cleanup.php>

**Bio and Trauma Scene Cleanup**

☎ (801) 331-6610  
🌐 <https://bestcrimescencleanuputah.com>

## Death, Trauma, and Crime Scene Clean-up

**Crime Scene Cleaning**

If you have a death or trauma scene that needs to be cleaned up:

- Wait for the police to clear the scene.
- Do not clean it up yourself; have a professional do it safely and correctly.
- This can be difficult to see and deal

with; have a support person close the door or put a sheet up until the professional cleaners arrive.

- Find another place to stay for the night or until the cleaning has been completed.

# Resources



## Death of a Loved One

If you find your loved one deceased, you should obtain a legal pronouncement of death.

If no physician is present, you'll need to contact someone to do this:

- If the person dies at home under hospice care, call the hospice nurse who can declare the death and help facilitate the transport of the body.
- If the person dies at home without hospice care, call 911, and have in hand a do-not-resuscitate document if it exists. Without one, paramedics will generally start emergency procedures and, except where permitted to pronounce death, take the person to an emergency room for a doctor to make the declaration.

- If the paramedics determine an emergency room is not necessary, police will work with the medical examiner's office to determine need for an autopsy.
- If your loved one has to go with the medical examiner's office, you will work with them directly until your loved one can be released.

Arrange for transportation of the body.

If no autopsy is needed, the body can be picked up by a mortuary or crematorium of your choice. If the body needs to be autopsied, the hospital or doctor will notify you. You will work with the medical examiner's office until your loved one can be released.

## District Court House

### American Fork

📍 75 East 80 North Suite 202,  
American Fork, UT 84003-0986  
☎ 801-756-9654

### Salem

📍 30 West 100 South PO Box  
901, Salem, UT 84653  
☎ 801-423-2770

### Provo

📍 137 N Freedom Blvd Suite  
100, Provo, UT 84601  
☎ 801-429-1000

### Spanish Fork

📍 775 West Center, Spanish  
Fork, UT 84660  
☎ 801-804-4800

## Domestic Violence

If you are currently experiencing domestic violence:

1. Plan how you could get out of the house quickly if your partner becomes violent.
2. Put together a suitcase and leave it at a friend's house. Include medications, clothing, important papers, car keys, money, and emergency phone numbers.
3. Tell your neighbors and have them call the police if they hear anything.



4. Teach your children about how to stay safe.

If you are thinking about leaving an abusive partner:

1. Identify what you will do if the violence starts again.
2. Call the police or work out a signal with the children or neighbors to call for help.
3. Find ways to have dangerous weapons removed from the house.

4. Plan and practice an escape route. Know where you can go and who you can call for help. Keep a list of addresses and phone numbers.

### **Wasatch Mental Health**

Victims or Perpetrator Treatment

🏠 750 North 200 West, Provo, UT 84601  
☎ 801-373-4760

### **Center for Women & Children in Crisis**

☎ 801-377-5500

## **Juvenile Court**

### **American Fork**

🏠 75 E 80 N #201, American Fork, UT 84003  
☎ 801-763-8941

### **Provo**

🏠 137 N Freedom Blvd, Provo UT 84601  
☎ 801-429-1000

### **Spanish Fork**

🏠 775 W Center Street, Spanish Fork, UT 84660  
☎ 801-804-4780

## **Justice Courts**

### **Alpine /Highland**

🏠 5400 W Civic Center Dr #4 Highland UT 84003  
☎ 801-772-4525 (Alpine)  
☎ 801-756-5751 (Highland) Genola/Goshen/

### **Santaquin**

🏠 275 W. Main, Santaquin, UT 84655  
☎ 801-754-5376

### **Lehi**

🏠 154 N. Center, Lehi UT 84043  
☎ 801-768-7160

### **Lindon**

🏠 100 N. State Street, Lindon UT 84042  
☎ 801-785-1971

### **Mapleton**

🏠 125 W 400 N, Mapleton UT 84664  
☎ 801-489-7445

### **Orem**

🏠 97 E Center, Orem UT 84057  
☎ 801-724-3900

### **Payson**

🏠 439 W Utah Avenue, Payson UT 84651  
☎ 801-465-5210

# Resources



## Pleasant Grove

🏠 70 S 700 E, Pleasant Grove UT 84062  
☎ 801-785-9461

## Provo

🏠 75 E 1700 S #100, Provo UT 84606  
☎ 801-852-6878

## Saratoga Springs

🏠 367 S. Saratoga Road, Saratoga  
Springs UT 84045  
☎ 801-766-9793

## Springville

🏠 110 S Main Street, Springville UT 84663  
☎ 801-489-2707

## Utah County Justice Court

🏠 151 S University Ave #3300,  
Provo UT 84601  
☎ 801-851-7200

## Legal Resources

### www.cwcic.org

- Domestic Violence Shelter
- Support Groups
- Case Management

### Utah County Victim Services

☎ 801-851-8026

- Crisis Intervention
- Safety Planning
- Criminal Justice Support
- Advocacy
- 🌐 Register at [www.vinelink.com](http://www.vinelink.com)

To be notified of suspect's jail release.

## Legal Services Assistance

### Community Legal Clinic

🏠 (Located at) Deseret Industries, 2nd  
floor 1415 N. State St. Provo, UT 84604  
✉ [communitylegalclinic@law.byu.edu](mailto:communitylegalclinic@law.byu.edu)  
☎ 801-297-7049

The Community Legal Clinic provides free legal services to those in need. Second and third year law students under the direction of Professor Carl Hernandez represent clients in matters including immigration, contracts, housing, and other matters. Citizenship and other community

classes are also taught at the clinic.

Open Thursdays from 5pm-7pm  
(Closed holidays) Assistance  
available in English & Spanish

### Timpanogos Legal Center

🏠 Health & Justice Building, 1st Floor 151  
S. University Ave. Provo, UT 84601  
Tuesdays from 5-8:00pm (Closed  
holidays and the week between  
Christmas and New Year's Day)  
✉ [timlegal@gmail.com](mailto:timlegal@gmail.com)

🌐 [www.timplegal.com](http://www.timplegal.com)

The TLC is a free legal center that operates the Family Justice Center Walk-in Clinic ("FJC"). Law students work with the FJC, which is a free clinic for people with divorce, custody, or family law related issues. Advice on immigration and housing is also available. On the first Tuesday of each month an attorney is available

to advise senior citizens on legal issues common to the elderly.

Clients can also access services and information from community partners including: Community Action, the Division of Child and Family Services, Victim Advocates, Department of Workforce Services, Centro Hispano, Housing, Timpanogos Legal Center, and other agencies.

## Protective Orders

A court can issue a protective order to order another person to:

- Not physically hurt or threaten you, your children, or anyone else who lives with you.
- Move out of your home.
- Give you temporary custody of the children.
- Stay away from you, your home, your workplace.
- Not contact you in person, by phone, mail, email, etc.

You can get a protective order if:

- Someone has physically hurt you, or threatened to hurt you.
- You have a close relationship with that person - (for example, you are married, you were married, you are living together, you have a child together, you are expecting a child together, or you are close relatives).
- You are afraid that person may hurt you again.

### Obtaining a Protective Order

To get a protective order is free. You will need to:

- Fill out the needed forms available at any courthouse or online at: [utcourts.gov/resources/forms/protectorder/](http://utcourts.gov/resources/forms/protectorder/)
- Turn in the completed forms to the courthouse. Within 24-48 hours a Judge will sign a temporary order (called an Ex Parte Protective Order).
- The Ex Parte Protective Order will be effective after a Sheriff gives a copy to the person the order is against.
- The temporary order lasts for 20 days or until your court hearing.
- The time/date of the court hearing will be written on the Ex-Parte Protective Order. You will need to attend this hearing for the order to extend past 20 days. Call your local police department, victim advocate team, or court house for more information.

## Public Guardian Office

The Office of Public Guardian provides guardianship services

for adults who are unable to make life decisions for themselves due



to conditions such as aging-related illness, intellectual disabilities, brain injuries, and mental illness.

🏠 195 N. 1950 W. Salt Lake City, UT 84116  
☎ 801-538-8255

## Housing and Food Resources

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### 24 Hour Shelters

#### **Geraldine E. King Women's Center (Women only)**

🏠 131 East 700 South, Salt Lake City, UT 84111  
☎ (801)893-6678

#### **The Gail Miller Resource Center**

🏠 242 West Paramount Avenue, Salt Lake City, UT  
☎ (801) 359-4142 Open 24 hours.  
🌐 <https://www.theroadhome.org/>

#### **The Road Home Resource Center (Men only)**

🏠 3380 South 100 West, Salt Lake City, UT 84119  
☎ 801-359-4142

#### **Midvale Family Resource Center (Families)**

🏠 529 West 7300 South, Midvale, UT  
☎ 801-569-1201

#### **Lantern House**

🏠 269 W 33rd St, Ogden, UT  
☎ (801) 621-5036. Open 24 hours

### Food Resources

#### **Food and Care Coalition**

Meal times: 8:30 AM-9:30 AM,  
12-1 PM, 4:30-5:30 PM

🏠 299 E 900 S, Provo, UT, 84062  
☎ 801-373-1825

✉ Tabitha's Way Local Food Pantry North

County

Free school meals (breakfast and/or lunch) during summer

🏠 920 E State Rd. Sue. C,  
American Fork, UT 84003  
☎ (801) 692-1881

To locate the nearest participating school: <https://www.fns.usda.gov/summerfoodrocks> Or text “Summer Meals” to 97779; or call 1-866-348-6479

Free/reduced school meals during regular school year

Families who receive SNAP or participate in TANF automatically qualify for free school lunch. Others may apply for free or reduced lunch based on income eligibility requirements. Applications can be obtained

directly from the child’s school.

### **LDS Bishop’s Storehouse**

To locate the nearest storehouse:

🌐 <http://www.bishopstorehouse.com/lds-storehouse-locations-for-individuals-in-need-of-assistance/>

### **Department of Workforce Services Food Stamps**

Apply online at [jobs.utah.gov/mycase](http://jobs.utah.gov/mycase) or in person at any employment center. A written form can be mailed to you upon request.

### **Food and Care Coalition**

🌐 [www.foodandcare.org](http://www.foodandcare.org)

## **Homeless Services**

### **Food and Care Coalition**

Serves the homeless community of Utah County by providing resources for food, showers, laundry, hygiene, and other basic necessities.

🏠 299 E 900 S, Provo, UT 84062  
☎ 801-373-1825  
🌐 <https://foodandcare.org>

### **Community Action**

A nonprofit agency that offers a range of services for low-income individuals and families.

🏠 815 S Freedom Blvd #100,  
Provo, UT, 84601  
☎ (801) 373-8200

## **Housing**

### **Utah County Housing**

Complete an application and submit photo identification and Social Security Card for the head of household to get on the waiting list.

🏠 240 E Center St, Provo, UT 84606  
☎ (801) 373-8333  
🌐 <http://housinguc.org/>

🌐 How to apply: Go to: <http://housinguc.org/section-8/>

### **Provo City Housing**

Print off application and fill it out, take application to office or mail it, along with a Social Security card. Open Monday-Thursday

## Resources



from 7:00 am to 6:00 pm

📍 688 West 100 North, Provo, Utah 84601  
📞 (801) 900-5676

🌐 <http://provohousing.org/>

🌐 <http://provohousing.org/waiting-list/>

## Rent or Utility Payment

### Home Energy Assistance Target

📞 801-229-3855

Home Energy Assistance Target (HEAT) Program Assists with gas and electric bills (open from November-April)

### Community Action Services and Food Bank

📞 801-373-8200

Rental deposit and rent payment assistance

### Weatherization Office of Utah County

📞 801-344-5184

Helps low-income individuals and families reduce energy costs

### United Way 211

📞 211

Utility bill assistance; financial support for much-needed home repairs.

# Suicide Resources and Mental Health Wellness

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## Drug or Substance Abuse

If you or a family member are struggling with substance use:

### Wasatch Behavioral Health

Services for those who struggle with substance use and addiction

📞 801-851-7128

### Alcoholics Anonymous (AA)

Supports alcoholics and families to overcome alcoholism.

📞 801-375-8620

🌐 [www.aa.org](http://www.aa.org)

### Narcotics Anonymous (NA)

Peer support groups for those struggling

with overcoming drug addiction

☎ 801-810-4081

🌐 [www.nautah.org](http://www.nautah.org)

### Utah County Health Department

Youth treatment services,  
assessments, early intervention,  
outpatient treatment programs

☎ 801-851-7000

### Foothill Treatment Center

🏠 3281 North Main Street,  
Spanish Fork, UT 84660

### Substance Abuse and Mental Health Services Administration

The Substance Abuse and Mental Health Services Administration (SAMHSA) operates the Disaster Distress Helpline staffed by trained counselors from a network of crisis call centers across the U.S.

☎ 800-985-5990

🌐 [www.samhsa.gov/nd-help/disaster-distress-helpline](http://www.samhsa.gov/nd-help/disaster-distress-helpline)

## Mental Health

### What to do in an Emergency or Crisis

If you or your family is in a crisis but are safe call the Utah state crisis line 800-273-8255. If you or a loved one is in immediate danger, call 911 and talk with the police or go to the nearest hospital emergency room for evaluation.

### National Alliance on Mental Illness (NAMI)

HelpLine staff and volunteers are prepared to answer your questions about mental health issues (symptoms, treatment options, support groups and services, etc.)

☎ NAMI Utah State Office 801-323-9900

☎ NAMI HelpLine 1-800-950-6264

## Suicide

### Hotline - Utah State-Wide Crisis Line

What to do if you or someone you know is suicidal:

1. Find out if the person is in danger of harming themselves or acting on suicidal feelings.
2. Look for warning signs (statements about suicide, buying weapons/stocking up on pills, withdrawing socially, extreme mood swings, increasing use of substances, risky or self-destructive behaviors, giving away belongings, saying goodbye to people, change of normal routines)
3. Encourage the person to reach out to a suicide hotline/website/texting service.
4. If you are concerned about them or their safety, call 911, or go to the emergency room and get professional help.

# Resources



5. If someone has attempted suicide:  
Call 911 immediately.

☎ 1-800-273-8255

✉ TEXT: VIRTUAL SAFETY PLAN  
TOOL HOPELINE to 741741 for

immediate help.

📱 Download the free Safe UT App

🌐 [www.crisisline.uc.org](http://www.crisisline.uc.org)

🌐 [www.centerforsuicideawareness.org](http://www.centerforsuicideawareness.org)

🌐 [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

## Victim's Rights

- To be informed of the available level of protection from intimidation and harm
- To receive a written notice of shelters, services and resources available in your community
- To receive restitution or reparations, including medical costs and other losses resulting from crime
- To receive reasonable employer intercession services to minimize loss of pay and benefits.
- To receive notice when a person is released following arrest for a domestic violence against you.
- To receive clerical assistance as to your role in the criminal justice process and to be treated with fairness, respect, and dignity.
- To have a timely notice of judicial proceedings you are to attend and timely notice of cancellation of any proceedings.
- To have a sentencing judge who receives and considers reliable information concerning the background, character, and conduct of those convicted for the purpose of imposing an appropriate sentence.
- To have a speedy trial and disposition of charge.
- To wait in a secure area that does not require you to be in close proximity to defendants or family and friends of the defendants.
- To have any personal property returned from criminal justice agencies when it is no longer needed for court, law enforcement, or prosecution purposes.

## Victim Advocates

Accessed through your local police department.

### Victim Assistance Lines

☎ Provo - 801-852-6375

☎ Spanish Speaking - 801-852-6244

### Crime Victim Reparations Program

To determine if you qualify contact:

☎ 801-238-2360 or 800-621-7444

🏠 350 E 500 S #200, Salt  
Lake City, UT 84111

🌐 [www.crimevictim.utah.gov](http://www.crimevictim.utah.gov)



### Program Services

- Assistance throughout the criminal justice system, including court support
- Information on safety issues
- Education on domestic violence & other crimes
- Referrals for long-term counseling
- Information on short-term counseling services and support groups
- Assistance with reparations for medical expenses, loss of wages and restitution
- Assistance with shelter referrals
- Assistance with protective orders
- Information on welfare, food stamps, housing and other social services

## Children and Seniors

### Adult Protective Services

Open Monday-Friday 8AM-5PM.

#### What to report

- Physical and Sexual Abuse
- Emotional and Verbal Abuse
- Financial Exploitation
- Caretaker Neglect
- Self-Neglect
- Abuse/Neglect of Seniors and Adults with Disabilities

#### Online reporting 24hr

🌐 <https://daas.utah.gov/adult-protective-services/>

📞 1-800-371-7897

### Child and Adolescent Crisis Care

#### Vantage Point

Short-term facility for youth (ages 10-17) who have run away, have conflict at home, are homeless, or at high-risk.

🏠 1189 E 300 N, Provo, UT  
📞 801-373-2215

#### Family Support and Treatment Center Crisis Respite Nursery

24/7 service for children under 12 years old whose families need extra support during stressful situations. Call to schedule an appointment.

🏠 1255 N 1200 West, Orem, UT  
📞 801-229-1181

#### Division of Child and Family Services

Utah law requires any person who has reason to believe that a child has been subjected to abuse, neglect, or dependency to immediately notify the nearest DCFS office, a peace officer, or a law enforcement agency.

📞 855-323-3237  
🌐 [dcfs.utah.gov](https://dcfs.utah.gov)

# Resources



## What do I do if my Child or teenager is in crisis?

- Preventative safety measures include: locking up guns, knives, and other sharp objects; using child safety locks on car doors; removing furniture and heavy objects from the child's room; and locking up all medications and other substances.
- De-escalate the crisis by keeping your voice calm, listening to your child, moving slowly, and giving them space. Do not leave them alone if they are at immediate risk.
- Remember safety first! When your own safety is in question, back up or get out!
- If your child is not in immediate danger, you could call a psychiatrist, nurse, case manager, or therapist that knows your child well.
- If your child poses an immediate risk of danger to themselves or others, call emergency crisis services through Wasatch Behavioral

Health at 801-373-7393 or call 911 for law enforcement support.

- If the situation cannot be resolved, or it is recommended by the crisis team or law enforcement officer, taking your child to the emergency department (ED) may be the best option. Keep in mind, that this does not guarantee admission.

## Rights of Children

- To have interviews related to criminal prosecution kept to a minimum.
- To be questioned in an appropriate manner according to their age and understanding.
- To receive protection from physical and/or emotional abuse during their involvement with the criminal justice process.
- To be informed of available community resources and how to gain access to those resources.

## Geriatric Care & Elderley Services

### Elderly Abuse

- Physical Abuse
- Sexual Abuse
- Financial Exploitation
- Caretaker Neglect

### What to do

- Contact Adult Protective Services (1-800-371-7897)
- Victim Assistance Line (801-852-6375)
- Spanish-Speaking Line (801-852-6244)

### Mountainland Aging & Family Services Department

🏠 586 E 800 N, Orem, UT 84097

☎ 801-229-3804

🌐 [www.mountainland.org/aging](http://www.mountainland.org/aging)

### Meals on Wheels

Delivers hot meals to homebound senior citizens.

☎ 801-229-3802

### Seniors Blue Book

Provides seniors, caregivers, and professionals a comprehensive

source of services, senior housing options, resources, and information that enrich the lives of seniors.

### **How do I get a copy of the Seniors Blue Book in my area?**

1. Pick one up at any Smith's Pharmacy

2. Or access the book online here: [https://issuu.com/seniorsbluebook/docs/sbb\\_utah0918](https://issuu.com/seniorsbluebook/docs/sbb_utah0918)
3. Call 800-201-9989 or visit [seniorsbluebook.com](https://seniorsbluebook.com) to ask any questions or to have a resource guide mailed to your home.

## Other

### Animal Control

Go through your local police department or use the following:

#### **Provo**

☎ 801-852-6241

#### **Spanish Fork**

☎ 801-804-4700

#### **Pleasant Grove**

☎ 801-785-3506

#### **Lindon**

☎ 801-785-3442

### Animal Shelters

#### **North Utah Valley**

☎ 801-785-3442

#### **South Utah Valley**

☎ 801-851-4080

#### **Best Friends Animal Society**

☎ 801-574-2454

#### **What to Do if You Find a Stray Dog or Cat**

1. Think about your and the animal's safety first
2. Capture and contain it with care. If you see a stray dog or cat, try to

capture and contain the animal if circumstances permit and are safe.

3. Call the authorities.
4. Check for ID.
5. Get the pet scanned for a microchip.
6. Take pets with no ID to an animal shelter.
7. Post pictures on social media

#### **Want to Find a New Home for Your Pet?**

- Return them to the breeder, shelter, or rescue group you acquired them from.
- Place them with a trusted friend or family member.

# Resources



- Advertise for someone to adopt them.
- Take them to a good shelter or rescue.

## Disabilities

### Utah Division of Services for People with Disabilities (DSPD)

Provides long-term support and services for people with disabilities so they can participate fully in their communities.

☎ 801-538-4200

🌐 [dspd.utah.gov](http://dspd.utah.gov) (Apply online)

### Utah Developmental Center

Provides an array of resources and supports for people with disabilities with complex or acute needs in Utah.

☎ 801-538-4171

## Emergencies

### American Fork City

The American Fork City website provides resources to citizens to keep them informed and safe.

🌐 [www.afcity.org](http://www.afcity.org)

🌐 [www.afcity.org/190/Fire-Rescue](http://www.afcity.org/190/Fire-Rescue)

🌐 [www.afcity.org/236/Police](http://www.afcity.org/236/Police)

### Ready

Ready.gov educates and empowers Americans to prepare for and respond to emergencies.

🌐 [www.ready.gov](http://www.ready.gov)

### Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) provides information on different types of disasters, hazards and assistance.

🌐 [www.fema.gov](http://www.fema.gov)

### American Red Cross

The American Red Cross provides shelter, food, health and mental health services to help communities recover after disaster.

🌐 [www.redcross.org](http://www.redcross.org)

### Centers for Disease Control and Prevention's

The Centers for Disease Control and Prevention's (CDC)

Emergency Preparedness & Response site helps the nation prepare for and respond to public health emergencies.

🌐 [www.emergency.cdc.gov](http://www.emergency.cdc.gov)

### Disaster Assistance

DisasterAssistance.gov provides information on how to get help from the U.S. Government before, during and after a disaster.

🌐 [www.disasterassistance.gov](http://www.disasterassistance.gov)

## American Society for the Prevention of Cruelty to Animals

The American Society for the Prevention of Cruelty to Animals (ASPCA) provides tips

on emergency preparedness for your service animal or pet.

🌐 [www.asPCA.org/pet-care/disaster-preparedness](http://www.asPCA.org/pet-care/disaster-preparedness)

## Employment Services

### Department of Workforce Services

Department of Workforce Services  
Provides employment help,  
training, and general application  
for welfare, unemployment,  
Medicaid, WIC, and food stamps.

📞 Lehi - 801-753-4500

📞 Provo - 801-342-2600

📞 Spanish Fork - 801-794-6600

### LDS Employment Center

Assists with job referral, training,

and rehabilitative placement.

📞 801-818-6161

### Vocational Rehabilitation

Utah State Division of Rehabilitation  
Services Provides employment  
and other training and adjustment  
programs to help meet the needs  
of Utahns with disabilities.

🏠 150 East Center Street Ste, Provo 3300

📞 Provo - 801-806-0950

🏠 910 East 100 North Ste 215, Payson

📞 801-465-8384

## Hoarding

### Hoarding

🌐 <https://www.utahhoarding.com/>

🌐 <https://bestcrimescenecleanuputah.com/>

Helping someone who hoards...

- Provide a supportive environment that encourages your loved one to seek help and make recovery possible
- Don't take their possessions

- Don't enable the behavior
- Educate yourself
- Recognize small victories
- Help them sort their belongings
- Don't clean up for them
- Help your loved one find treatment

Local professional help

\*not all inclusive\*

## Medication Drop-off Site

Protect your family against the  
misuse of all medications by safely

disposing of prescription and



over-the-counter medications.

Old prescriptions can often be an easy source for those who would like to abuse prescription medications and can pose a danger to pets or children.

Simply bring your unwanted, unused, or expired medication to a safe medication disposal drop-off box. Search to find a drug disposal site near you:

🌐 <https://nabp.pharmacy/initiatives/awarex/drug-disposal-locator/> <http://utahtakeback.org/collection.php>

## Acceptable items

- Prescription medications, patches, & ointments
- OTC medications, ointments, lotions, & liquids
- Pet medications
- Vitamins

## Restricted items

- Needles, inhalers & thermometers
- Aerosol cans
- Hydrogen Peroxide
- Illegal drugs

## DO NOT flush medications down the toilet.

## If there is not a drop-off location near you

- Mix medications with wet dirt, cat litter, or used coffee grounds.
- Place the mixture in a sealed container or plastic bag.
- Throw the container in your household trash.
- Scratch out all personal information on the prescription label of the empty pill bottles or packaging and dispose of the container.

# Medical Assistance

## Utah County Health Department

Birth/death certificates, nursing & infectious disease, emergency preparedness, environmental health, health promotion, vaccinations, mosquito abatement, senior services, WIC (women, infants and children).

📞 801-851-7000

## Health Clinics of Utah

- Primary health care facility.
- Accepts Medicaid, Medicare, CHIP, PCN, uninsured.

📞 801-374-7011

## Mountainlands Family Health Center

- Primary health care, immunizations.
- Accepts Medicaid, Medicare, Uninsured.

📞 801-429-2000

## Volunteer Care Clinic

Free basic health care services for low income and uninsured residents of Utah County.

📞 801-812-8094

## Gappmeyer Clinic

- Primary health care facility

- Accepts Medicaid, Medicare, Uninsured

☎ 801-357-7930

## Utah Health Policy Project

☎ 801-433-2299

## Medical Insurance

### Medicaid

1. Go to: <https://jobs.utah.gov/mycase/>
2. Have this information ready:
  - Name, Date of Birth, and Social Security Number (SSN).
  - Information about work and types of income received on a regular basis.
  - Information about any bank accounts, vehicles, or property.
  - Information about any expenses for housing, child care, medical bills, or child support.
3. Submit application and wait for approval

Friday, from 7AM to 7PM.

In-person at your local Social Security Office.

🌐 <https://www.medicare.gov/>

### Children's Health Insurance Program (CHIP)

CHIP provides health coverage to eligible children through both Medicaid and separate CHIP programs. CHIP is administered by the state according to federal requirements. The program is jointly funded by both the state and the federal government.

🏠 PO Box 143107, SLC, UT, 84114-3107

☎ Toll-free at 1-877-KIDS-NOW

✉ [chip@utah.gov](mailto:chip@utah.gov)

### Medicare

You can enroll in Medicare Part A and/or Medicare Part B in the following ways:

🌐 [www.SocialSecurity.gov](http://www.SocialSecurity.gov).

☎ 1-800-772-1213 (TTY) users

☎ 1-800-325-0778, Monday through

## Police Departments - Emergency call 911

### Lone Peak (Alpine/Highland)

☎ 801-756-9800

### Lehi

☎ 385-201-1005

### American Fork (AF/Cedar Hills)

☎ 801-763-3020

### Lindon

☎ 801-769-8600

### Eagle Mountain

☎ 801-789-6701

### Mapleton

☎ 801-489-9668

### Orem

☎ 801-229-7070

# Resources



## **Payson**

☎ 801-465-5240

## **Pleasant Grove**

☎ 801-785-3506

## **Provo**

☎ 801-852-6210

## **Salem**

☎ 801-423-2770

## **Saratoga Springs**

☎ 801-766-6503

## **Santaquin (Santaquin/Genola)**

☎ 801-754-1070

## **Spanish Fork**

☎ 801-804-4700

## **Springville**

☎ 801-489-9421

## **Utah County Sheriff**

☎ 801-851-4000

## **Highway Patrol**

☎ 801-234-8285

## Prescription Help

### **RXHope**

Information and free or low cost prescriptions through health care professionals.

🌐 [www.rxhope.com](http://www.rxhope.com)

### **FamilyWize**

Free prescription drug discount card.

☎ 800-222-2818

### **NeedyMeds**

Assistance for those unable to afford their

medications and health care costs.

☎ 800-503-6897

### **Provo FamilyPharmacy**

🏠 589 S. State Street, Provo, UT 84606

☎ 801-429-2020

### **West Park Family Pharmacy**

🏠 750 N. 200 W. Ste. 201, Provo, UT 84601

☎ 801-429-2035

🌐 <https://www.mountainlands.org/>

## Spanish Resources

### **Centro Hispano**

Provides therapy groups and services for Spanish-speaking individuals

☎ 801-655-0258

### **Recursos Para Hispanohablantes:**

Centro Hispano Grupos de Terapia  
Servicios para Hispano hablantes

☎ 801-655-0258



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# American Fork Fire & Rescue Department

Non-Emergency: **801-794-3970** Emergency: **911**  
Sign up for alerts at: **[www.alerts.utahcounty.gov](http://www.alerts.utahcounty.gov)**

## American Fork Departments

Administration: 801-763-3000 | Police: 801-763-3020  
Public Works: 801-763-3065 | Fire & Rescue: 801-763-3045  
Emergency: 911 | Utah Valley Dispatch: 801-794-3970

The information in this guide is derived from original Federal Emergency Management Agency (FEMA) material.

